

FACILITATOR EVALUATION SUMMARY

Training: 4010-1301 Internal Auditor Facilitator(s): Ned Gravel
 Location: Columbus, Ohio Date: March 18 & 19, 2013

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?			1	7	17
Were they well defined?			6	4	15
Were they achieved?			4	10	9
Course Content:					
Was the material appropriate?			1	10	12
Complexity (1=too complex or too simple ← → Perfect=5)	1	2	9	9	2
Was the material clear to you?	1	2	8	8	5
Volume (1=too much or not enough ← → Perfect=5)	1	5	6	10	3
Did the handouts fit with this training - did they help?		3	4	7	9
Facilitator Methods:					
Did the facilitator allow sufficient discussion?			1	9	15
Did the facilitator encourage participation?				5	20
Did the facilitator help bring out new group ideas?			4	5	16
Did the facilitator help close out discussions?			3	5	16
Would you accept this facilitator again?		2	3	5	15
Catering and Facility:					
Was the seminar facility appropriate for the course?		2	5	6	12
Was the lunch and breaks service acceptable?		1	3	5	16p

Participant Feedback	MOTIVA Response
I know you refer to yourself as big-ugly. Maybe there is something less demeaning you can refer to yourself as.	We try to keep the humor as self-deprecating to put folks more at ease. Laughing at oneself and all. However, I will determine from participants if anyone feels uncomfortable with such a self identifier for myself.
I know you said you were not soliciting business but you made a point of saying it multiple times, so it brought attention to it which was confusing.	It was not clear to everyone the first time and it was necessary to repeat it as some participants thought solicitation should be allowed. MOTIVA does not do that.
Binder organization needs to be improved.	Agreed. Will try and solicit ideas from future participants on better organization of material.

Participant Feedback	MOTIVA Response
<p>The course was only from 9am to 4pm. This is a bit of a waste when considering the expense and time away from work. If the instructor cannot add another hour or two of material, open the floor to open discussion for an hour to add value to this course.</p>	<p>Timings are at the discretion of the participants. It was established on the first day what the participants wanted. MOTIVA staff are willing to stay as long as necessary to meet participant needs. Consensus from participants however, on what these may be, is required.</p>
<ul style="list-style-type: none"> • For future courses provide separate binders for course handbook/slides; 17025 guide/tips and tricks (tab); lab quality manual; procedures manual; forms/quiz. • Edit complementary binder and text prior to use in training. Binders of poor quality. • Binders torn and rings did not stay closed properly. If course is in winter, held at a warmer venue. 	<p>This is a nice idea and we may try it for future courses. It will give the sample materials a separate and more “official” look as the manuals and documents to review during the document review exercise.</p>
<ul style="list-style-type: none"> • The course should be scheduled for 3-4 days. • Could have been one more day • Maybe add a day to spread the information out. • Too much information within a very short period of time. Make the course longer and more detailed. 	<p>MOTIVA is willing to deliver this course over more days, but participants are not currently willing to either spend the time or the money for the longer course. Should that change, it will be easier to deliver the material over the longer timeframe.</p>
<p>Not enough material.</p>	<p>Opposite of comments above. Each participant is different in the speed with which they assimilate material.</p>
<p>Room was cold at times.</p>	<p>Agreed. Staff responded well, but the temperature was not always stable.</p>
<p>Would have liked more direction on writing checklists and choosing documents for review.</p>	<p>The course currently specifies that all documents that form part of the system to be auditted are subject to document review. It will be made clearer in future deliveries.</p>
<p>It would be great if instead of a large course book, you required laptops and then gave course materials on a USB drive. (or give attendees the option).</p>	<p>Use of computers is OK, but the current majority of participants would rather read printed material for document review than read screens.</p>
<p>Class was too big. Room too small (different issue than above) for number of people in class.</p>	<p>It is agreed that there were too many people in this course. It should be limited to 20 as per the RABQSA and IRCA standards for course delivery of skills demonstration courses.</p>

Participant Feedback	MOTIVA Response
<ul style="list-style-type: none"> We need more exercises to get hands on training. I feel as though the class moved a bit fast. Instructions were unclear at times, but the exercises were valuable. 	<p>Agreed. If time permits, more exercises can be added.</p>
<p>Labelling of each of the handouts would have sped things up and I could have spent less time shuffling the papers and more time putting the pieces of the exercises together in my head.</p>	<p>Agreed. Course start is always very slow and depends on how each participant organises themselves and their work spaces. There might be an advantage to helping these processes along at the beginning of the first morning.</p>
<p>Nametags facing outward to the edge of the table would have put me in the correct seat sooner.</p>	<p>Placement of nametags was a suggestion only, but this is a good idea.</p>
<ul style="list-style-type: none"> The descriptions for the exercises given in class had too many moving parts for me to “set” it sooner rather than later. Exercise 1: directions unclear, provided handouts complicated/too away from the overall objective/learning experience from the exercise. Content of course could be better utilized if the whole process was outlined, then exercised. Moved a bit too fast. Instructions to the exercises were unclear at times 	<p>This is a good suggestion. Current approach is to break down the process segments and train them individually. It might be a good idea to specify the whole process first and identify which exercises apply to which segments at the beginning of the training.</p>
<ul style="list-style-type: none"> First exercise was confusingly explained; too much time given which added to confusion with not enough direction. Instruction not clearly stated, jumped around from subject to subject. 	<p>Understood. I now appreciate that this exercise needs to be specified as a document review exercise and the opening meeting portion is just the method of delivery. This exercise will be modified.</p>
<ul style="list-style-type: none"> Training exercise 1 was extremely confusing and burned up too much time. More training should have been given prior to the exercise. Too much time spent on exercise 2. Would have liked to see example. Poor schedule, time could be spent better if exercises were better developed. 	<p>Agreed. See comment immediately above. Part of the difficulty for this class was that there were too many people to allow everyone to practice the one most important interactive skill set needed to succeed in auditing – dealing with and interviewing people. Exercise 2 is too important to short circuit.</p>

Participant Feedback	MOTIVA Response
I found the course enjoyable but not as technical as some of the other courses I have taken	This is a good thing. Auditing is not a technical skill. It is a people skill.
<ul style="list-style-type: none"> • The round tables in the venue facilitated group work and discussion, but they were a little small-not a lot of room to take notes in the binders given. • Seating was cramped. Room temperature often uncomfortably cold. 	True. Class was crowded. Should limit class to 20 and put 4 at each table.
Disliked the practical exercise related to disciplines. We really need more attention to their areas.	This comment relates to the areas selected for the internal audit. All internal audits are specific to the areas being audited and the auditor is not expected to be an expert in that discipline. Assessors must, but auditors can audit without such knowledge.
More structured exercises of less time, after the information has been presented. The exercises took up too much time from the learning time.	Cannot agree. See http://www.motiva-training.com/images/stories/T01_MOTIVA_Learning_Model.pdf . Presentations provide information. Exercises are where learning takes place. This course requires participants to demonstrate the skills of auditing. Exercises allow the opportunities for participants to do just that.

Other comments:

- I know you didn't want all 5s but I am very happy with what I learned during this course. Being new to the accreditation process I felt I was behind the game when we started out because there were not a lot of powerpoint slides with background info regarding audits. After the first morning, however, I realized that the discussion and exercises were far more valuable to learning about the process and how to conduct it than a lecture. Thank you!
- Audit training was more process oriented than procedures, which I really appreciated. Because this clarified the checklist usage or not. Good live exercise. You really changed my way of looking into audits. Merci Beaucoup.
- Ned said he expected to see the lights come on for the class over the course of the two days. He was correct!
- I enjoyed Ned's teaching style – very engaging. The group discussions and exercises enhanced the lecture material.
- I enjoyed, learnt and returning a better internal auditor. Thank you Ned my boss is certainly going to appreciate the knowledge and information I am taking away. Your stories, videos and examples are stand-outs. Thanks!
- Very well done with a person with a wealth of knowledge and willing to share that in a very good way.
- Overall, the instruction was thorough and very helpful and engaging.

- Exercise 2,3,4 well delivered
- Liked class involvement most about the course.
- I enjoyed and learned a lot from this course and the exercises. Thanks
- Liked the exercises impromptu accreditation related anecdotes.
- Liked learning how to effectively conduct an internal audit.
- Group discussions and exercises helped enhance lecture material.
- Liked the hands on group nature of the course, allowing interaction to be brought out and what others are doing with their internal audits.
- The exercises were extremely valuable in giving us hands on practice. I can hit the ground running when I return to work and start writing up an internal audit procedure.
- Very interactive. The instructor was very well educated.
- Liked the idea of process auditing and making this audit more about the lab and not about the assessor.
- Exercises helped develop understanding of concepts.
- Liked most that the instructor was experienced and personable.
- Liked most open discussions
- Liked the location.
- The instructor did a very good job and made the course very interesting and was willing to share his knowledge with everybody.